

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

## 2016 FCC EEO Public File Report for Charter Communications 12481 - OPS Gwinnett Cnty GA

*This Report Covers September 1, 2015 through August 31, 2016*

Total Number of Full-Time Vacancies Filled During This Period: 27  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 50

*Please see attached the Recruitment Source List that includes recruitment source contact information.*

### FULL-TIME VACANCIES FILLED

State           GA  
FCC Unit       12481 - OPS Gwinnett Cnty GA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1504560	Business Account Executive	GlassDoor	1	0
		LinkedIn	1	0
		Charter.com	4	1
		Direct Employers	0	0
<b>1504560 Total</b>			<b>6</b>	<b>1</b>
1505229	Business Account Executive	Indeed	1	1
		Charter.com	1	1
		Direct Employers	0	0
<b>1505229 Total</b>			<b>2</b>	<b>2</b>
1507211	Business Account Executive	Indeed	1	0
		LinkedIn	2	0
		Charter.com	3	1
		Direct Employers	0	0
		Referral*	4	0
<b>1507211 Total</b>			<b>10</b>	<b>1</b>
1602492	Business Account Executive	Direct Employers	0	0
		Referral*	1	1
<b>1602492 Total</b>			<b>1</b>	<b>1</b>
1504500	Direct Sales Rep	GlassDoor	1	1
		Veterans Career Fair	1	1
		Charter.com	4	2
		Direct Employers	0	0
		Referral*	5	2

<b>1504500 Total</b>			<b>11</b>	<b>6</b>
1506683	Direct Sales Rep	CareerBuilder.com	1	1
		Indeed	1	1
		Charter.com	2	1
		Direct Employers	0	0
		Referral*	3	1
<b>1506683 Total</b>			<b>7</b>	<b>4</b>
1602960	Direct Sales Rep	Charter.com	2	2
		Direct Employers	0	0
		Referral*	3	2
<b>1602960 Total</b>			<b>5</b>	<b>4</b>
1603589	Human Resources Generalist I	Charter.com	1	1
		Direct Employers	0	0
<b>1603589 Total</b>			<b>1</b>	<b>1</b>
1601174	Mgr, Store	Charter.com	1	1
		Direct Employers	0	0
<b>1601174 Total</b>			<b>1</b>	<b>1</b>
1602694	Retail Sales Executive	Charter.com	1	1
		Direct Employers	0	0
<b>1602694 Total</b>			<b>1</b>	<b>1</b>
1506306	Store Associate	Charter.com	1	1
		Direct Employers	0	0
<b>1506306 Total</b>			<b>1</b>	<b>1</b>
1601720	Store Associate	Charter.com	2	2
		Direct Employers	0	0
<b>1601720 Total</b>			<b>2</b>	<b>2</b>
1505737	Sup, Direct Sales I-SFU	Charter.com	1	1
		Direct Employers	0	0
<b>1505737 Total</b>			<b>1</b>	<b>1</b>
1601798	Sr Human Resources Generalist	Indeed	1	1
		Direct Employers	0	0
<b>1601798 Total</b>			<b>1</b>	<b>1</b>
<b>Grand Total</b>			<b>50</b>	<b>27</b>

**RECRUITMENT SOURCE LIST**

<b>Name of Recruitment Source</b>	<b>Street Address</b>	<b>City, State, Zip</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification?</b>	<b>Total Number of Referrals</b>
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	23
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	2
Veterans Career Fair*					No	1
Indeed*					No	4
CareerBuilder*					No	1
Employee Referral					No	16

\* The sources marked with (\*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter’s job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter’s job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

**Supplemental Recruitment Initiatives:**

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Career Progression for Store Employees	Ongoing	The <i>Charter Store Career Progression Program</i> offers our Store Representatives a well-defined opportunity for job and salary advancement. Representatives will soon have a clear path for advancing to the newly created position of <b>Store Specialist</b> , and that path will be identical for every current Representative. The program outlines a structured career path for Store Representatives and provides an environment in which they are recognized for their contributions to Charter's success. It also provides motivation, recognition and rewards for employees who consistently exceed our expectations. Additionally, the program will improve our ability to attract top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.

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## 2016 FCC EEO Public File Report for Charter Communications 12481 - OPS Gwinnett Cnty GA

*This Report Covers September 1, 2015 through August 31, 2016*

Total Number of Full-Time Vacancies Filled During This Period: 97  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 527

*Please see attached the Recruitment Source List that includes recruitment source contact information.*

### FULL-TIME VACANCIES FILLED

State           GA  
FCC Unit       12481 - OPS Gwinnett Cnty GA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1505255	Administrative Assistant II	Indeed	1	0
		Internal	1	1
		Direct Employers	0	0
		Referral*	2	0
<b>1505255 Total</b>			<b>4</b>	<b>1</b>
1504563	Broadband Installer	Charter Career Event Page	3	0
		GlassDoor	1	0
		Indeed	4	0
		Intranet	2	0
		Internal	1	1
		Charter.com	8	1
		Direct Employers	1	0
		Referral*	4	1
<b>1504563 Total</b>			<b>24</b>	<b>3</b>
1505214	Broadband Installer	Charter Career Event Page	1	0
		Indeed	4	1
		Intranet	2	0
		Internal	2	1
		Charter.com	7	0
		Direct Employers	0	0
<b>1505214 Total</b>			<b>16</b>	<b>2</b>
1505459	Broadband Installer	Charter Career Event Page	3	0
		Charter.com	3	1

1505459	Broadband Installer	Direct Employers	0	0
		Referral*	1	0
<b>1505459 Total</b>			<b>7</b>	<b>1</b>
1505932	Broadband Installer	GlassDoor	1	0
		Google	1	0
		Indeed	5	2
		LinkedIn	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	1	0
<b>1505932 Total</b>			<b>11</b>	<b>2</b>
1506477	Broadband Installer	Charter Career Event Page	2	0
		GlassDoor	1	0
		Google	1	0
		Indeed	7	1
		Internal	1	0
		Charter.com	6	0
		Direct Employers	0	0
		Referral*	1	1
<b>1506477 Total</b>			<b>19</b>	<b>2</b>
1506791	Broadband Installer	Indeed	4	0
		Internal	2	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	2	1
<b>1506791 Total</b>			<b>9</b>	<b>1</b>
1506899	Broadband Installer	Google	1	1
		Indeed	3	0
		Charter.com	4	0
		Direct Employers	0	0
		Referral*	1	0
<b>1506899 Total</b>			<b>9</b>	<b>1</b>
1506900	Broadband Installer	Bing	1	1
		Charter Career Event Page	1	0
		GI Jobs	1	0
		Google	1	0
		Indeed	7	0
		Charter.com	6	0
		Direct Employers	0	0
		Referral*	4	0
<b>1506900 Total</b>			<b>21</b>	<b>1</b>
1601302	Broadband Installer	Bing	1	0
		Charter Career Event Page	2	0
		GlassDoor	1	0
		Google	1	0
		Indeed	6	0

1601302	Broadband Installer	Intranet	1	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	6	2
<b>1601302 Total</b>			<b>21</b>	<b>2</b>
1601489	Broadband Installer	Charter Career Event Page	1	0
		Google	2	0
		Indeed	1	0
		Intranet	1	0
		Monster	1	0
		Charter.com	5	2
		Direct Employers	0	0
		Referral*	4	2
		Billing Statements	0	0
<b>1601489 Total</b>			<b>15</b>	<b>4</b>
1601642	Broadband Installer	Indeed	4	0
		Charter.com	4	1
		Direct Employers	0	0
		Referral*	1	0
<b>1601642 Total</b>			<b>9</b>	<b>1</b>
1601704	Broadband Installer	Charter Career Event Page	1	0
		Google	1	1
		Indeed	3	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	2	0
		Billing Statements	0	0
<b>1601704 Total</b>			<b>10</b>	<b>1</b>
1601879	Broadband Installer	Company Recruiter	1	0
		GlassDoor	1	0
		Google	2	1
		Indeed	4	0
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	4	0
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1601879 Total</b>			<b>13</b>	<b>1</b>
1602182	Broadband Installer	Indeed	2	1
		Direct Employers	0	0
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1602182 Total</b>			<b>2</b>	<b>1</b>
1602200	Broadband Installer	CareerBuilder.com	1	0

1602200	Broadband Installer	Google	3	0
		Indeed	2	0
		TV	1	0
		Internal	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	7	1
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1602200 Total</b>			<b>17</b>	<b>1</b>
1602518	Broadband Installer	Google	2	0
		Indeed	2	0
		Monster	1	0
		Charter.com	4	0
		Direct Employers	0	0
		Referral*	2	1
		ITT	0	1
		Billing Statements	0	0
		Craigslist	0	0
<b>1602518 Total</b>			<b>11</b>	<b>2</b>
1603052	Broadband Installer	Bing	1	0
		Charter Career Event Page	1	0
		Charter.com	1	1
		Direct Employers	0	0
		Referral*	1	0
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1603052 Total</b>			<b>4</b>	<b>1</b>
1603345	Broadband Installer	Indeed	3	0
		Charter.com	3	1
		Direct Employers	0	0
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1603345 Total</b>			<b>6</b>	<b>1</b>
1603538	Broadband Installer	GlassDoor	1	0
		Google	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	1	1
		ITT	0	0
		Norcross Career Fest	0	0
		Billing Statements	0	0
		Craigslist	0	0



<b>1603538 Total</b>			<b>5</b>	<b>1</b>
1603539	Broadband Installer	Company Recruiter	2	0
		Indeed	1	1
		Charter.com	2	0
		Direct Employers	0	0
		ITT	0	0
		Norcross Career Fest	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1603539 Total</b>			<b>5</b>	<b>1</b>
1603788	Broadband Installer	Indeed	1	1
		LinkedIn	1	0
		Direct Employers	0	0
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1603788 Total</b>			<b>2</b>	<b>1</b>
1603892	Broadband Installer	Craig's List	1	1
		Google	1	0
		Indeed	1	0
		Internal	1	0
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	1	0
		ITT	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1603892 Total</b>			<b>8</b>	<b>1</b>
1604101	Broadband Installer	Charter	1	0
		Indeed	3	1
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	1	0
		ITT	0	0
		Norcross Career Fest	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1604101 Total</b>			<b>7</b>	<b>1</b>
1604254	Broadband Installer	Charter Career Event Page	2	1
		Charter.com	1	0
		Direct Employers	0	0
		ITT	0	0
		Norcross Career Fest	0	0
		Billing Statements	0	0
		Craigslist	0	0
<b>1604254 Total</b>			<b>3</b>	<b>1</b>

1504606	Broadband Technician Sr	Internal Direct Employers	6 0	1 0
<b>1504606 Total</b>			<b>6</b>	<b>1</b>
1506920	Broadband Technician Sr	Internal Direct Employers	5 0	2 0
<b>1506920 Total</b>			<b>5</b>	<b>2</b>
1507289	Broadband Technician Sr	Internal Direct Employers	6 0	3 0
<b>1507289 Total</b>			<b>6</b>	<b>3</b>
1601175	Broadband Technician Sr	Internal Direct Employers	7 0	1 0
<b>1601175 Total</b>			<b>7</b>	<b>1</b>
1601529	Broadband Technician Sr	Internal Direct Employers	4 0	3 0
<b>1601529 Total</b>			<b>4</b>	<b>3</b>
1602181	Broadband Technician Sr	Internal Direct Employers	2 0	2 0
<b>1602181 Total</b>			<b>2</b>	<b>2</b>
1602605	Broadband Technician Sr	Internal Direct Employers	1 0	1 0
<b>1602605 Total</b>			<b>1</b>	<b>1</b>
1504602	CB Broadband Technician	Internal Direct Employers	3 0	1 0
<b>1504602 Total</b>			<b>3</b>	<b>1</b>
1506040	CB Broadband Technician	Internal Direct Employers	4 0	1 0
<b>1506040 Total</b>			<b>4</b>	<b>1</b>
1603051	CB Broadband Technician	Internal Direct Employers	6 0	1 0
<b>1603051 Total</b>			<b>6</b>	<b>1</b>
1503488	Dir, Supply Chain Hub	Charter.com Direct Employers LinkedIn*	1 0 1	1 0 0
<b>1503488 Total</b>			<b>2</b>	<b>1</b>
1504484	Dispatcher I	Google Indeed Internal Charter.com Direct Employers	1 2 6 1 0	0 0 0 1 0
<b>1504484 Total</b>			<b>10</b>	<b>1</b>
1506326	Dispatcher I	Twitter Internal Direct Employers Referral*	1 2 0 1	0 1 0 0
<b>1506326 Total</b>			<b>4</b>	<b>1</b>
1603163	Fiber Design Engineer	Charter Career Event Page	1	1

1603163	Fiber Design Engineer	Internal Direct Employers	5 0	0 0
<b>1603163 Total</b>			<b>6</b>	<b>1</b>
1602770	Human Resources Generalist I	Internal Direct Employers	2 0	1 0
<b>1602770 Total</b>			<b>2</b>	<b>1</b>
1506601	Inventory Control Coordinator	Monster Direct Employers	1 0	0 0
<b>1506601 Total</b>			<b>1</b>	<b>0</b>
1602237	Mgr, Construction	Internal Direct Employers Referral*	2 0 1	0 0 1
<b>1602237 Total</b>			<b>3</b>	<b>1</b>
1602424	Mgr, Systems Engineering	Internal Direct Employers	2 0	1 0
<b>1602424 Total</b>			<b>2</b>	<b>1</b>
1601870	Network Technician	Internal Direct Employers	12 0	1 0
<b>1601870 Total</b>			<b>12</b>	<b>1</b>
1507260	Plant Security Investigator	Indeed LinkedIn Internal Direct Employers	1 1 4 0	1 0 0 0
<b>1507260 Total</b>			<b>6</b>	<b>1</b>
1506165	Safety Administrator	Internal Direct Employers	18 0	1 0
<b>1506165 Total</b>			<b>18</b>	<b>1</b>
1505612	Sr Warehouse Technician	Charter.com Direct Employers Referral*	7 0 1	1 0 0
<b>1505612 Total</b>			<b>8</b>	<b>1</b>
1603374	Sr Warehouse Technician	Charter.com Direct Employers	4 0	1 0
<b>1603374 Total</b>			<b>4</b>	<b>1</b>
1602240	Sup, Dispatch	Internal Direct Employers	2 0	1 0
<b>1602240 Total</b>			<b>2</b>	<b>1</b>
1503930	Sup, System Maintenance	Charter Career Event Page Internal Direct Employers	1 4 0	0 1 0
<b>1503930 Total</b>			<b>5</b>	<b>1</b>
1506831	Sup, Technical Service	Internal Direct Employers	11 0	1 0
<b>1506831 Total</b>			<b>11</b>	<b>1</b>
1602115	Sup, Technical Service	Indeed Sales Jobs.com	1 1	0 0

1602115	Sup, Technical Service	Internal	8	2
		Charter.com	1	0
		Direct Employers	0	0
<b>1602115 Total</b>			<b>11</b>	<b>2</b>
1506133	Sup, Warehouse	Charter.com	6	1
		Direct Employers	0	0
		CareerBuilder.com*	1	0
		Indeed*	1	0
<b>1506133 Total</b>			<b>8</b>	<b>1</b>
1506327	System Technician I	Internal	7	1
		Direct Employers	0	0
<b>1506327 Total</b>			<b>7</b>	<b>1</b>
1507223	System Technician I	Internal	6	1
		Direct Employers	0	0
<b>1507223 Total</b>			<b>6</b>	<b>1</b>
1505677	Technical Service Rep I	Internal	5	1
		Direct Employers	0	0
<b>1505677 Total</b>			<b>5</b>	<b>1</b>
1305083	Warehouse Technician	Jobtomic.com	1	0
		Charter.com	10	7
		Direct Employers	0	0
		Referral*	4	2
		Indeed*	2	1
<b>1305083 Total</b>			<b>17</b>	<b>10</b>
1502708	Warehouse Technician	Charter.com	5	1
		Direct Employers	0	0
		Referral*	1	0
		Indeed*	4	0
<b>1502708 Total</b>			<b>10</b>	<b>1</b>
1506633	Warehouse Technician	Direct Employers	0	0
		Referral*	1	1
<b>1506633 Total</b>			<b>1</b>	<b>1</b>
1506818	Warehouse Technician	Jobtomic.com	1	0
		Direct Employers	0	0
		Referral*	1	0
		Indeed*	1	1
<b>1506818 Total</b>			<b>3</b>	<b>1</b>
1507018	Warehouse Technician	Charter.com	4	1
		Direct Employers	0	0
		Indeed*	5	0
<b>1507018 Total</b>			<b>9</b>	<b>1</b>
1601375	Warehouse Technician	Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
		Indeed*	1	0
<b>1601375 Total</b>			<b>3</b>	<b>1</b>

1601408	Warehouse Technician	Direct Employers	0	0
		Referral*	3	1
		Indeed*	4	0
<b>1601408 Total</b>			<b>7</b>	<b>1</b>
1601474	Warehouse Technician	Charter.com	3	0
		Direct Employers	0	0
		Referral*	2	1
		Indeed*	2	0
		GlassDoor*	1	0
<b>1601474 Total</b>			<b>8</b>	<b>1</b>
1602681	Warehouse Technician	Charter.com	3	1
		Direct Employers	0	0
		Referral*	2	1
		LinkedIn*	1	0
		Indeed*	1	0
		Simply Hired*	1	0
<b>1602681 Total</b>			<b>8</b>	<b>2</b>
1602787	Warehouse Technician	Charter.com	2	1
		Direct Employers	0	0
		Indeed*	2	0
<b>1602787 Total</b>			<b>4</b>	<b>1</b>
1603375	Warehouse Technician	Charter.com	1	1
		Direct Employers	0	0
		GlassDoor*	1	0
<b>1603375 Total</b>			<b>2</b>	<b>1</b>
1603664	Warehouse Technician	Direct Employers	0	0
		Indeed*	4	1
<b>1603664 Total</b>			<b>4</b>	<b>1</b>
1505001	Workforce Mgmt Technical Coord	Indeed	2	0
		Internal	2	1
		Direct Employers	0	0
<b>1505001 Total</b>			<b>4</b>	<b>1</b>
1506155	Workforce Mgmt Technical Coord	Indeed	1	1
		Internal	4	0
		Direct Employers	0	0
<b>1506155 Total</b>			<b>5</b>	<b>1</b>
1506693	Workforce Mgmt Technical Coord	Internal	6	1
		Charter.com	1	0
		Direct Employers	0	0
<b>1506693 Total</b>			<b>7</b>	<b>1</b>
<b>Grand Total</b>			<b>527</b>	<b>97</b>

**RECRUITMENT SOURCE LIST**

<b>Name of Recruitment Source</b>	<b>Street Address</b>	<b>City, State, Zip</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification?</b>	<b>Total Number of Referrals</b>
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	16
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	46
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	1
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	2
Norcross Career Fest/GA DOL	2500 Beaver Ruin Road	Norcross, GA 30071	GA DOL	770-209-3086	No	0
Gwinnett Technical College	5150 Sugarloaf Parkway	Lawrenceville GA 30046	Delvalyn Richards	770-962-7580	No	0
CareerBuilder					No	2
Indeed					No	27
Job Atomic					No	2
Monster					No	1
Referral					No	16
Simply Hired					No	1

\* The sources marked with (\*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

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**Supplemental Recruitment Initiatives:**

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Norcross Career Fest	7/14/2016	Job fair sponsored by the GA DOL and open to active duty military, veterans, guard, reservists, retirees, and family members.
5	Billing Statements	5/22/16-7/21/16 and 8/18/16-10/17/16	Now Hiring message added to the billing statements sent to customers serviced by our Duluth system.
6	ITT	6/27/16-present	Job posting at local technical college

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

## 2016 FCC EEO Public File Report for Charter Communications 12481 - OPS Gwinnett Cnty GA

*This Report Covers September 1, 2015 through August 31, 2016*

Total Number of Full-Time Vacancies Filled During This Period: 26  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 49

*Please see attached the Recruitment Source List that includes recruitment source contact information.*

### FULL-TIME VACANCIES FILLED

State           GA  
FCC Unit       12481 - OPS Gwinnett Cnty GA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1504560	Business Account Executive	GlassDoor	1	0
		LinkedIn	1	0
		Charter.com	4	1
		Direct Employers	0	0
<b>1504560 Total</b>			<b>6</b>	<b>1</b>
1505229	Business Account Executive	Indeed	1	1
		Charter.com	1	1
		Direct Employers	0	0
<b>1505229 Total</b>			<b>2</b>	<b>2</b>
1507211	Business Account Executive	Indeed	1	0
		LinkedIn	2	0
		Charter.com	3	1
		Direct Employers	0	0
		Referral*	4	0
<b>1507211 Total</b>			<b>10</b>	<b>1</b>
1602492	Business Account Executive	Direct Employers	0	0
		Referral*	1	1
<b>1602492 Total</b>			<b>1</b>	<b>1</b>
1504500	Direct Sales Rep	GlassDoor	1	1
		Veterans Career Fair	1	1
		Charter.com	4	2
		Direct Employers	0	0
		Referral*	5	2



<b>1504500 Total</b>			<b>11</b>	<b>6</b>
1506683	Direct Sales Rep	CareerBuilder.com	1	1
		Indeed	1	1
		Charter.com	2	1
		Direct Employers	0	0
		Referral*	3	1
<b>1506683 Total</b>			<b>7</b>	<b>4</b>
1602960	Direct Sales Rep	Charter.com	2	2
		Direct Employers	0	0
		Referral*	3	2
<b>1602960 Total</b>			<b>5</b>	<b>4</b>
1603589	Human Resources Generalist I	Charter.com	1	1
		Direct Employers	0	0
<b>1603589 Total</b>			<b>1</b>	<b>1</b>
1601174	Mgr, Store	Charter.com	1	1
		Direct Employers	0	0
<b>1601174 Total</b>			<b>1</b>	<b>1</b>
1602694	Retail Sales Executive	Charter.com	1	1
		Direct Employers	0	0
<b>1602694 Total</b>			<b>1</b>	<b>1</b>
1506306	Store Associate	Charter.com	1	1
		Direct Employers	0	0
<b>1506306 Total</b>			<b>1</b>	<b>1</b>
1601720	Store Associate	Charter.com	2	2
		Direct Employers	0	0
<b>1601720 Total</b>			<b>2</b>	<b>2</b>
1505737	Sup, Direct Sales I-SFU	Charter.com	1	1
		Direct Employers	0	0
<b>1505737 Total</b>			<b>1</b>	<b>1</b>
Grand Total			49	26

### RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	23
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	3
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	2
Vetrans Career Fair*						1
Indeed*						3
CareerBuilder*						1
Employee Referral						16

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**Supplemental Recruitment Initiatives:**

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Career Progression for Store Employees	Ongoing	The <i>Charter Store Career Progression Program</i> offers our Store Representatives a well-defined opportunity for job and salary advancement. Representatives will soon have a clear path for advancing to the newly created position of <b>Store Specialist</b> , and that path will be identical for every current Representative. The program outlines a structured career path for Store Representatives and provides an environment in which they are recognized for their contributions to Charter's success. It also provides motivation, recognition and rewards for employees who consistently exceed our expectations. Additionally, the program will improve our ability to attract top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

## 2016 FCC EEO Public File Report for Charter Communications 12481 - OPS Gwinnett Cnty GA

*This Report Covers September 1, 2015 through August 31, 2016*

Total Number of Full-Time Vacancies Filled During This Period: 5  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 9

*Please see attached the Recruitment Source List that includes recruitment source contact information.*

### FULL-TIME VACANCIES FILLED

State           GA  
FCC Unit       12481 - OPS Gwinnett Cnty GA

Req #	Job Title	Source	Interviewees Referred	Number Hired
1601605	Assoc ISP Ops Engineer	RecruitMilitary	0	0
		Multichannel News	0	0
		Charter.com	1	1
		Direct Employers	0	0
		Cable Fax	0	0
<b>1601605 Total</b>			<b>1</b>	<b>1</b>
1601722	Assoc ISP Ops Engineer	RecruitMilitary	0	0
		Multichannel News	0	0
		Direct Employers	0	0
		Georgia DOL*	1	1
		Cable Fax	0	0
<b>1601722 Total</b>			<b>1</b>	<b>1</b>
1601844	Assoc ISP Ops Engineer	RecruitMilitary	0	0
		Internal	2	1
		Multichannel News	0	0
		Direct Employers	0	0
		Government Agency*	1	0
		Cable Fax	0	0
<b>1601844 Total</b>			<b>3</b>	<b>1</b>
1603141	Assoc ISP Ops Engineer	RecruitMilitary	0	0
		Internal	1	1

1603141	Assoc ISP Ops Engineer	Multichannel News	0	0
		Direct Employers	0	0
		Cable Fax	0	0
<b>1603141 Total</b>			<b>1</b>	<b>1</b>
1601907	Mgr, ISP	RecruitMilitary	0	0
		Internal	1	1
		Multichannel News	0	0
		Charter.com	2	0
		Direct Employers	0	0
		Cable Fax	0	0
<b>1601907 Total</b>			<b>3</b>	<b>1</b>
Grand Total			9	5

**RECRUITMENT SOURCE LIST**

<b>Name of Recruitment Source</b>	<b>Street Address</b>	<b>City, State, Zip</b>	<b>Contact Person</b>	<b>Telephone Number</b>	<b>Entitled to Notification?</b>	<b>Total Number of Referrals</b>
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	0
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	0
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	0
Multichannel News	28 E 28th Street	New York, NY			no	0
Cable Fax	9211 Corporate Blvd	Rockville MD			No	0

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**Supplemental Recruitment Initiatives:**

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
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4			
5			

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**2016 FCC EEO Public File Report for Charter Communications  
12481 - OPS Gwinnett Cnty GA**

*This Report Covers September 1, 2015 through August 31, 2016*

Total Number of Full-Time Vacancies Filled During This Period: 5  
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 32

*Please see attached the Recruitment Source List that includes recruitment source contact information.*

**FULL-TIME VACANCIES FILLED**

State           GA  
FCC Unit       12481 - OPS Gwinnett Cnty GA

Req #	Job Title	Source	Interviewees Referred	Number	
				Hired	
1504623	Account Manager ESM	LinkedIn	1	0	
		Internal	1	0	
		Charter.com	3	0	
		Direct Employers	0	0	
		Referral*	1	0	
		GlassDoor.com	1	0	
		Indeed.com*	1	0	
<b>1504623 Total</b>			<b>8</b>	<b>0</b>	
1506118	Account Manager ESM	LinkedIn	1	0	
		Internal	1	0	
		Charter.com	1	0	
		Direct Employers	0	0	
		Referral*	1	0	
		GlassDoor.com	0	0	
		Monster.com*	1	1	
Indeed.com*	1	0			
<b>1506118 Total</b>			<b>6</b>	<b>1</b>	
1602562	Account Manager ESM	Charter.com	1	1	
		Direct Employers	0	0	
		Referral*	1	0	
		Georgia Department of Labor*	1	0	
		Beyond.com*	1	0	
		GlassDoor.com	0	0	



1602562	Account Manager ESM	Indeed.com*	2	0
<b>1602562 Total</b>			<b>6</b>	<b>1</b>
1507381	Major Accounts Executive	LinkedIn	2	1
		Charter.com	3	0
		Direct Employers	0	0
		Referral*	1	0
		GlassDoor.com	4	0
<b>1507381 Total</b>			<b>10</b>	<b>1</b>
1603421	Major Accounts Executive	Charter.com	0	0
		Direct Employers	0	0
		Referral*	1	1
		GlassDoor.com	0	0
<b>1603421 Total</b>			<b>1</b>	<b>1</b>
1506888	Mgr Client Services ESM	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
		GlassDoor.com	0	0
<b>1506888 Total</b>			<b>1</b>	<b>1</b>
Grand Total			32	5

## RECRUITMENT SOURCE LIST

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Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	8
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	4
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	5
Georgia Dept. of Labor*	2943 N Druid Hills Rd	Atlanta, GA 30329	<a href="http://dol.georgia.gov">http://dol.georgia.gov</a>	(404) 679-5200	No	1
Indeed*	177 Broad St 6th Fl	Stamford, CT 06901	indeed.com	203-328-2691	No	4
Monster.com*	133 Boston Post Road	Weston, MA 02493	monster.com	(978) 461-8000	No	1
Referral*	N/A	N/A	N/A	N/A	No	5
Beyond.com*	1060 First Ave, Suite 100	King of Prussia, PA 19406	beyond.com	610.878.2800	No	1

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